HOW WORKPLACE ANXIETY AFFECTS THE WORK AND FAMILY SATISFACTION OF THE EMPLOYEES WORKING IN PRIVATE SECTORS

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ABSTRACT

The objective of the present study was to find out the impact of anxiety on work satisfaction and family satisfaction of the employees working in private sectors. Accordingly the sample comprised of 200 employees was selected from various private sector organization in Kolkata. Data were gathered through the measures including: a demographic questionnaire; a measure of anxiety (O'Neil, Speilberger, & Hansen 1969); a family satisfaction measure (Brayfield & Rothe, 1951); and finally a work satisfaction measure (Hackman & Oldham, 1975); were used in this study. Purposive sampling technique was followed for collecting the data. 2 hypotheses were formulated and product moment correlation was used to find the results. The findings reveal a variety of pictures in connection to the variables. It was found that anxiety is negatively related to family satisfaction and work satisfaction. The findings may help the future researchers to plan and design more work related to private sector enterprises in India and how their working environment and work culture is different from each other.

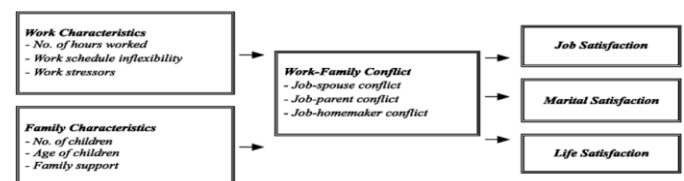**KEY WORDS:** anxiety, work satisfaction, family satisfaction.

In this world of competition a baby is nurtured and groomed in an environment where his goal is previously set by his parents, and a huge thrust of achieving those produces more and more anxiety on him. They use to get acquainted with the term anxiety since their childhood and foster it with times. Though anxiety is a common factor in people's now-a-days lives, they use to cope better with it if they possess more emotional intelligence and good amount of self efficacy, which they acquire with maturation. With the help of these two indispensible phenomena, people can reduce their anxiety and stress to a large extent. Since change is not permanent and people must not stop the technological progress, it is their duty to manage stress in an aesthetic manner. Emotional intelligence and self efficacy trigger this aesthetic aspect towards more well adjusted and satisfactory life. But in this era of 'super industrialism' and 'industrial revolution', it is easy to say but most difficult to perform. The work culture as well family life has been hit by a wave of innovation of technology. Anxiety is a psychological and physiological state characterized by cognitive, somatic, emotional, and behavioral components. These components combine to create an unpleasant feeling that is typically associated with uneasiness, fear, or worry. Anxiety is a generalized mood condition that occurs without an identifiable triggering stimulus.

Across time, every working relationship worldwide produces a degree of conflict. Balancing multiple roles can increase the interpersonal and intrapersonal conflict even anxiety, experienced by women and men who simultaneously maintain professional and personal responsibilities. Work and family are central components in people's lives and thus demand a great deal of self efficacy, emotional intelligence, time, and energy spent managing multiple responsibilities. Research during the last twenty-five years has sought to explore and better understand the numerous ways in which family and work roles impact one another (Barling & Sorensen, 1997; Greenhaus & Parasuraman, 1999). In addition, work and family roles can have a meaningful impact on psychological well-being and satisfaction (Kossek & Ozeki, 1998; Schwartzberg & Dytell, 1996).

Researchers have shown that conflict occurring as a result of demands from work and family can lead to a decrease in satisfaction, including life satisfaction, marital satisfaction, and job satisfaction (Netemeyer, Boles & McMurrian, 1996). Work-family conflict and family-work conflict are a result of strain created by incompatible roles and have been linked to stressful situations and negative outcomes. Specifically, work-family conflict has been shown to have a negative impact on the quality of family life, while family-work conflict has been linked to lower job satisfaction. Additionally, Williams & Alliger (1994) noted a spill-over of negative moods from work to family and from family to work as a result of work/family conflict. In the last two decades, a great deal of attention has focused on learning more about work/family conflict and its influence on a variety of outcomes (Carlson & Perrewe, 1999).

Model 1: MODEL OF JOB SATISFACTION AND FAMILY SATISFACTION

There are few things that need to be said about "work satisfaction: "it is relative; it is a symptom; and it will fluctuate, no matter where you go. Work satisfaction can have severe consequences on a person's performance at work and on a person's personal life. Job satisfaction describes how content an individual is with his or her job. The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction is a very important attribute which is frequently measured by organizations. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs.

In sum, the objective of the current study is to find out if there is any impact of anxiety, on family satisfaction, and work or job satisfaction.

METHOD:
TITLE OF THE PROJECT
How workplace anxiety affects the work and family satisfaction of the employees working in private sectors.

AIM OF THE PRESENT STUDY
The aim of the present study primarily was to find out the impact of anxiety, on work satisfaction, and family satisfaction.

HYPOTHESES
1. Anxiety has a significant impact on family satisfaction.

2. Anxiety has a significant impact on work satisfaction.

RESPONDENTS

The sample comprises of 200 employees were found working in various private organizations in Kolkata. Among them some employees were working in service sector, some in industrial organizations and some were teachers. They all had a family, and were managing multiple roles in family as well as in working organizations.

TOOLS

Data were gathered through a variety of measures including: a demographic questionnaire; a measure of anxiety (O'Neil, Speilberger & Hansen 1969), a family satisfaction measure (Brayfield & Rothe, 1951); and finally a work satisfaction measure (Hackman & Oldham, 1975); were used in this study.

PROCEDURE

List of some private organizations were prepared first. After contacting every organization, permission was granted for the distribution of questionnaires at each center. A detailed cover letter was attached to the questionnaires. The criteria for participation were outlined in the cover letter. Purposive sampling procedure was followed to collect data. All participants received the questionnaires. On average each employee took 15 minutes to fill up the data sheet. The tools were administered to each employee individually. Total 3 months spent for collecting the entire dataset of 200 employees.

STATISTICAL TREATMENT

At first summations of all scores were made. Then mean and SD were calculated respective of all variables. Then to find out the impact of the mentioned variables, product moment correlation was done. Finally important discussions and conclusions were drawn accordingly.

RESULTS AND DISCUSSIONS:

According to the plan of the study the inter variables relations were found out of all the employees. It was done basically, to find out that if there was any impact of the independent variables on the dependent variables, and to get the significant relation between the variables. Data inserted in table-1 shows the relation between anxiety, and family satisfaction. The correlation value was found -.223, which suggests that both the variables were negatively related to each other and was significant in 0.05 level. So, the hypothesis stating that "Anxiety has a significant impact on family satisfaction" was accepted. According to previous researches anxiety had an effect on family satisfaction (Bill Magee, 2008). The present study follows the previous one.

Table 1: shows the role of anxiety on family satisfaction.

Variables	Mean	SD	R
Anxiety	11.801	3.324	-.223**
Family satisfaction	38.009	3.386	

**p<0.05

Data inserted in table-2 shows the relation between anxiety, and Work satisfaction. The correlation value was found -.271, which suggests that both the variables were negatively related to each other and was significant in 0.01 level. So, the hypothesis stating that "Anxiety has a significant impact on work satisfaction" was accepted. According to previous researches anxiety had an effect on work satisfaction and even dissatisfaction (Kliszcz J, Nowicka-Sauer K, Trzeciak B, Sadowska A.2004; Brian Nichol & Lou Raye Nichol, 2001). The present study supports the previous one.

Table-2: shows the role of anxiety on work satisfaction.

Variables	mean	SD	r
Anxiety	11.801	3.324	-.271*
Work satisfaction	16.848	3.27	

*p<0.01

Anxiety has a significant impact on family to work conflict of all the employees and both the variables are **positively related** to each other. It supports the study by Christiane (2008). **Anxiety has a significant impact on family satisfaction** of all the employees and both the variables are **negatively related** to each other. The present study follows the work of Bill Magee (2008).

To reduce the anxiety level of the employees' aerobic exercise could be a fruitful remedy (Lauren Altchiler, Robert Motta, 2006). More research is needed that applies self-efficacy, emotional intelligence, and anxiety to the experiences of work/family conflict, and satisfaction in the lives of employees. It would be helpful to further explore the relationship between work/family conflict and other variables such as social support, work flexibility, and level of control over work and family responsibilities. Examining employees who are simultaneously managing both work and family roles affords researchers the opportunity to assess the experience of work/family conflict from those individuals who are actually experiencing this type of conflict.

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